Kennesaw State University

A.L. Burruss Institute of Public Service and Research

Division of Aging Services 2007 State Plan on Aging & Community Care Services Program (CCSP) Waiver Renewal: Public Data Gathering

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Public Data Gathering Objectives

- To ascertain knowledge, use and barriers to use of programs and services offered by DAS among consumer groups.

- To obtain consumer feedback, suggestions for change, and ideas for new initiatives from constituents.

Data Collection

- In order to reach diverse client groups, DAS contracted with Kennesaw State University (KSU) A.L. Burruss Institute of Public Service
- Data collection utilized variety of methods
- Data collection methods were tailored to each group to target specific populations or to get a more statistically representative estimate for a larger population
- Target populations include some relatively small groups as well as some much larger populations

Methods of Data Collection by KSU for Constituent Groups

Constituent Group	Method	Type of Data	Comment on Method
Interested public within AAA/PSA	Public Hearing	Qualitative	Target residents with particular interests
Interested public within AAA/PSA	Follow-Up Questionnaire after Public Hearing	Quantitative and Qualitative	Target residents with particular interests

Methods of Data Collection by KSU for Constituent Groups

Constituent Group	Method	Type of Data	Comment on Method
Community Care Services Program (CCSP) Clients	Focus Group	Qualitative	Target small population of clients of particular program
Community Care Services Program (CCSP) Clients	Focus Group Follow-Up Questionnaire	Quantitative	Target small population of clients of particular program
Nursing Facility Resident Representatives	Mail/Fax Survey	Quantitative and Qualitative	Target representatives within nursing facilities

Methods of Data Collection by KSU for Constituent Groups

Constituent Group	Method	Type of Data	Comment on Method
AAA Providers	Web-Based Survey	Quantitative and Qualitative	Target professionals working within a specific geographic area on a variety of programs
Community Care Services Program (CCSP) Providers	Web-Based Survey	Quantitative and Qualitative	Target provider agencies

Sources of Data

- Discussions at public hearings
- Follow-up questionnaires distributed at public meetings
- Focus groups of clients, caregivers and providers involved in CCSP
- Web-based surveys of CCSP providers
- Web-based surveys of service providers with the twelve regional Area Agencies on Aging (AAAs)
- Mail surveys of representatives of nursing and personal care homes

Limitations

- Accuracy and completeness of data entry in AIMS
- Communication between DAS/AAA/general public regarding Public Hearings
- Difficulty in assembling CCSP consumers
- Poor CCSP and AAA provider response rate
- Data collection not previously attempted for several samples

State Plan Public Hearing Agenda

- Introduction of DAS and KSU personnel (10 minutes)
- Overview of agenda
- AAA presentation (30 minutes)

Public Hearing Agenda (Cont.)

Areas of Emphasis Discussions (10 minutes per topic)

- **Access: How can we be sure that older people have access to the health care and support that they need?**
- **Wellness: What are the problems and how can we increase the number of older people who stay active?**
- **Family Caregiving: How can families be supported in their efforts to take care of their loved ones at home and in the community?**
- **Elder Rights: How can we increase the access to programs that protect rights and prevent abuse, neglect and exploitation of older people?**

Public Hearing Agenda (Cont.)

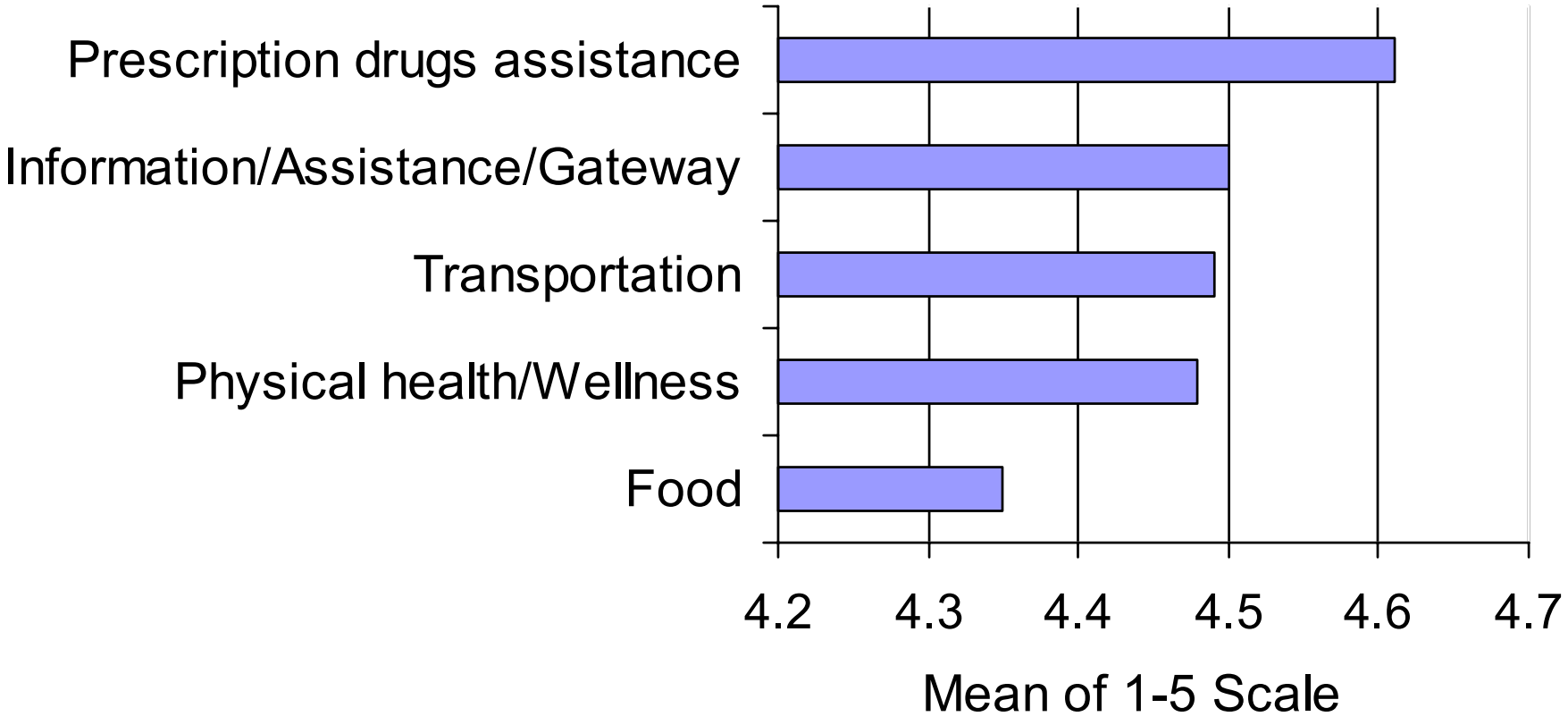
- **Individual verbal comments (3 minutes per person)**
- **Written comments**

Selections of Five Most Important Services Noted by Public Hearing Attendees

(Using format of selection from a list)

Responses	Number of Responses	% of Responses	% of All Respondents
Transportation	278	17.6%	73.7%
Prescription Drug Assistance	152	9.6%	40.3%
Caregiver Assistance/ Respite Care	107	6.8%	28.4%
Income/Financial Assistance	104	6.6%	27.6%
Housing	97	6.1%	25.7%

Public Hearing Attendees Rating of Importance of Services (Questionnaire used at Legacy Link, Southern Crescent and Northeast Georgia locations only N=89)



Public Hearings – Dominant Themes

- Transportation – Lack of access, availability, options
- Need to publicize services and programs – information, education
- Need to reach more seniors – marketing of AAA services, program initiatives, access

Public Hearings - Other Findings

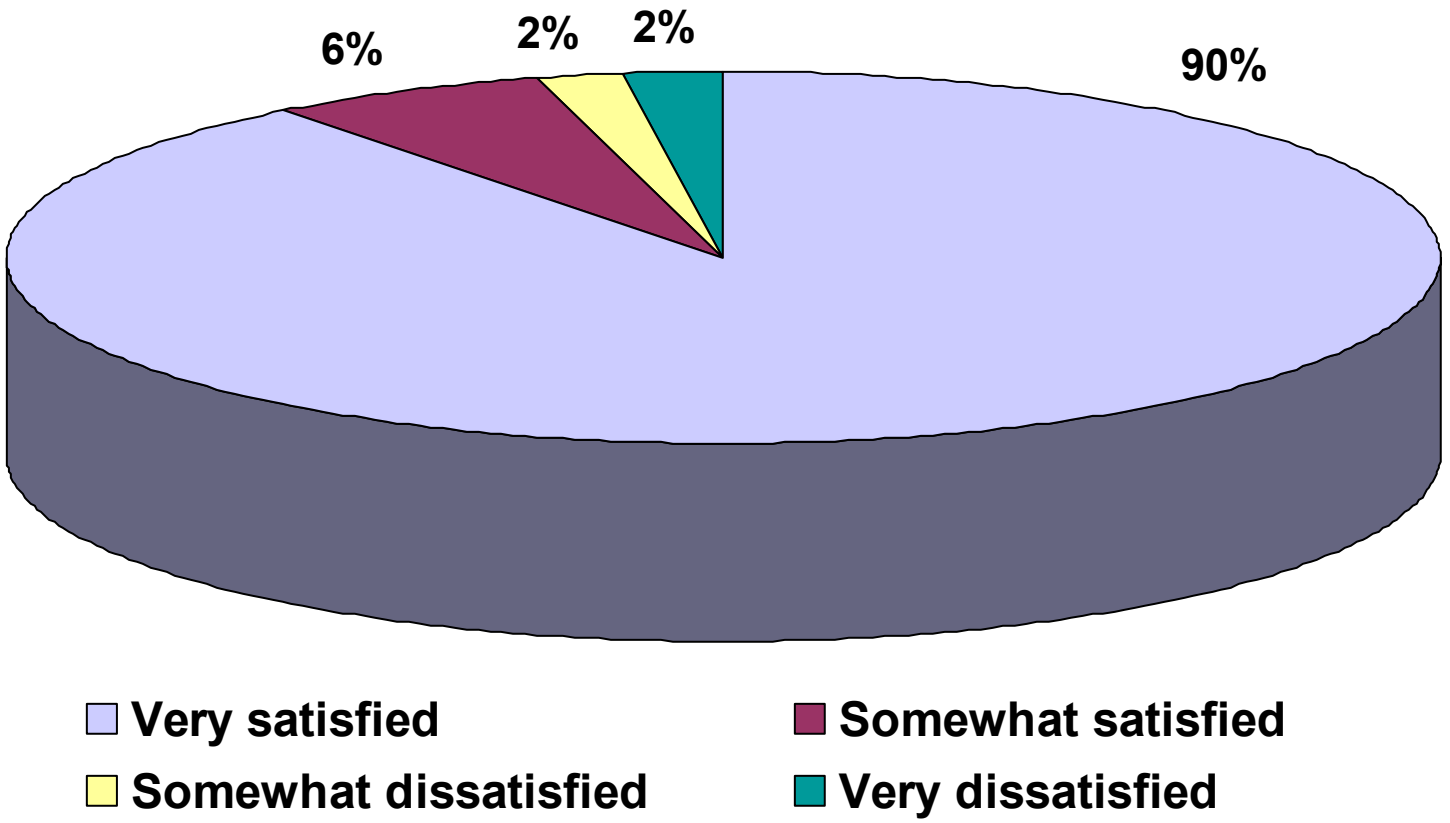
- Service gaps, especially related to food programs, dental and vision care
- Lack of program funding at senior centers
- Communication to seniors needs to be more user friendly and understandable
- Seniors often not aware of available services and/or misunderstand them

Community Care Services Program (CCSP) Focus Groups

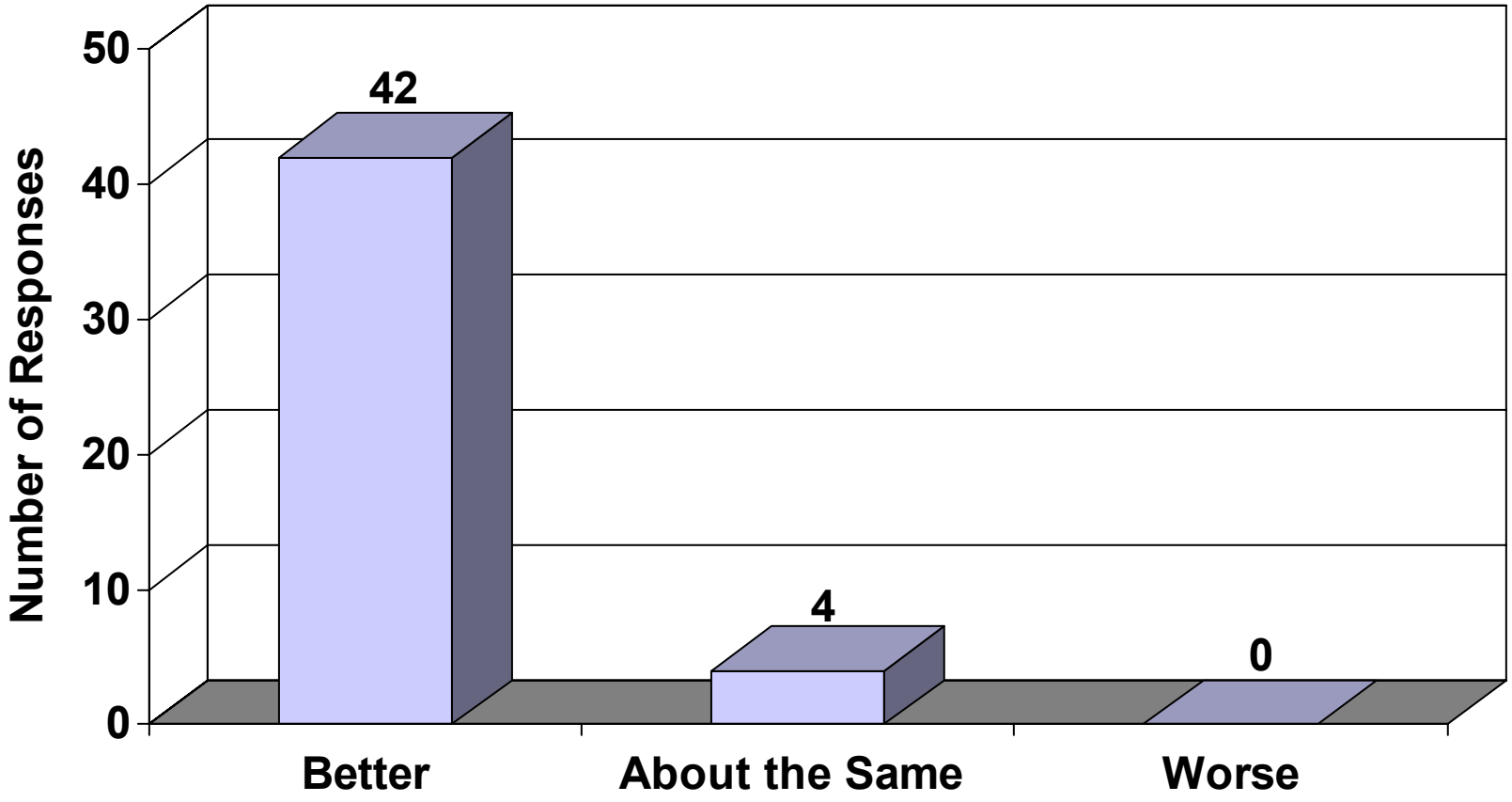
Community Care Services Program
Focus Group Questions

1. How involved are you in planning your CCSP services?
2. How satisfied are you with your CCSP services?
3. Thinking back to your last meeting with your CCSP care coordinator, talk about your experiences.
4. What would you need in the future in order to remain independent/ at home?
5. What would you like to change regarding your CCSP services?
6. How has your life changed since receiving services?
7. If you needed any new service, would you know where to go to ask for services?

Focus Group Respondents' Satisfaction with CCSP Services (Follow-Up Questionnaire)



CCSP Focus Group Follow-Up Questionnaire
"Would you say the help you receive from CCSP has made your life better?"



Community Care Services Program Focus Groups – Overall Findings

- Service delivery in CCSP program very personal for consumers and care coordinators
- Satisfaction levels with services extremely high
- Virtually all participants said that services were both essential and life changing

Nursing Facility Mail Survey

Nursing Facility Mail Survey

- First attempt by the Division of Aging Services (DAS) to derive information from this population
- Resident and Family Council Presidents and Social Services Directors surveyed due to physical/mental limitations of many residents
- Response rate was 32%

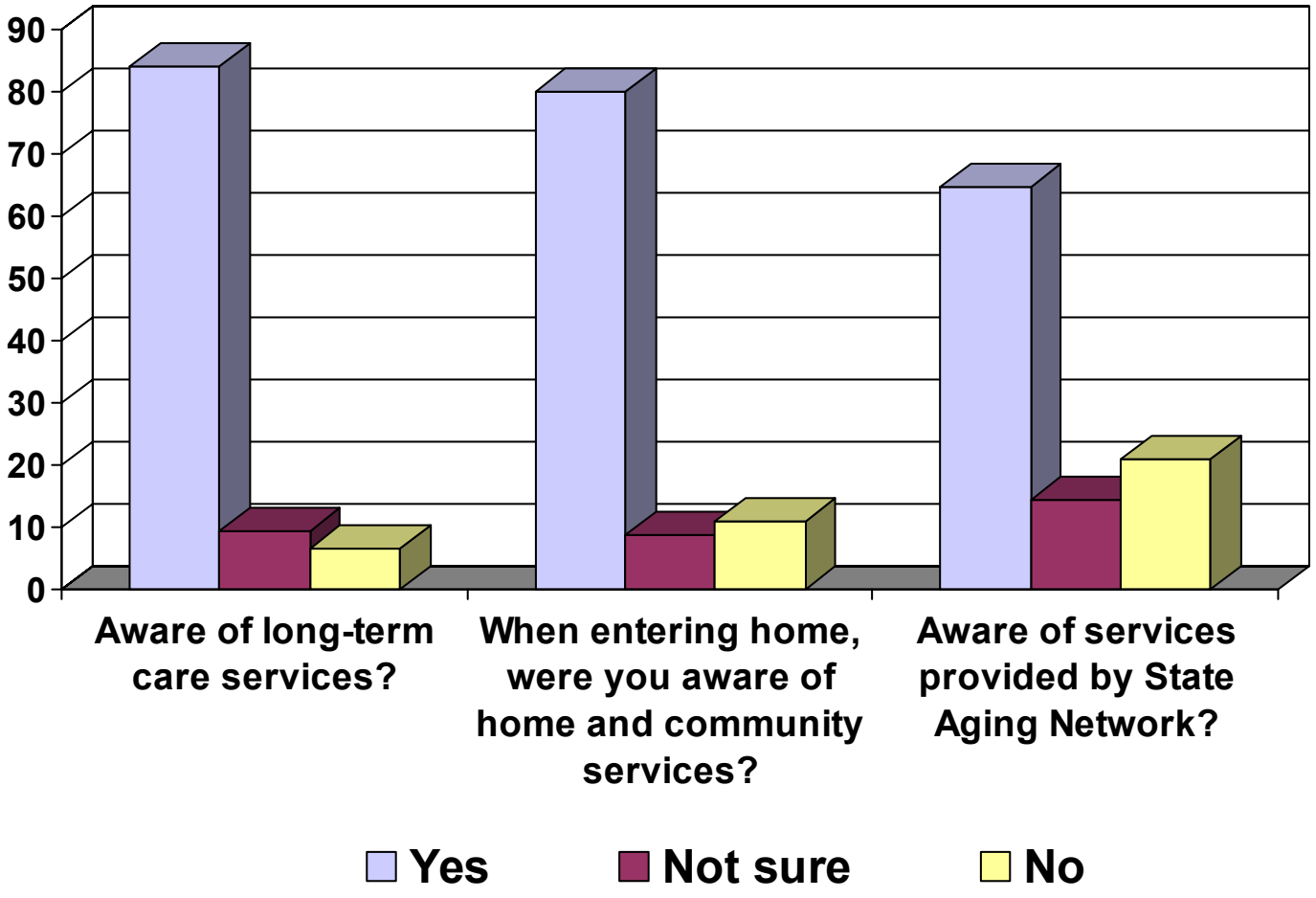
Nursing Facility Mail Survey
Respondent Titles

Respondents	Frequency	Percent
Social Services Director	189	54.8%
Resident Council President	94	27.2%
Family Council President	21	6.1%
Other	17	4.9%
Activity Director	10	2.9%
Missing	4	1.2%
Total	345	100%

Nursing Facility Mail Survey
Most Common Problems/Issues Discussed by Residents

Problem/Issue	# of Respondents
Staff/Call Lights/General assistance	106
Food/Dietary	104
Privacy/Roommate Issues/Rooms	62
Legal/finance issues	52
Missing/Misplaced Items	48
Hygiene/Health	41
Family Issues	25
Activities/Resident rights	22
Care issues	20
Adjustment to living at the facility/Going home	18

Nursing Facility Mail Survey
Awareness of Services (Residents Only)



Nursing Facility Mail Survey
Overall Findings

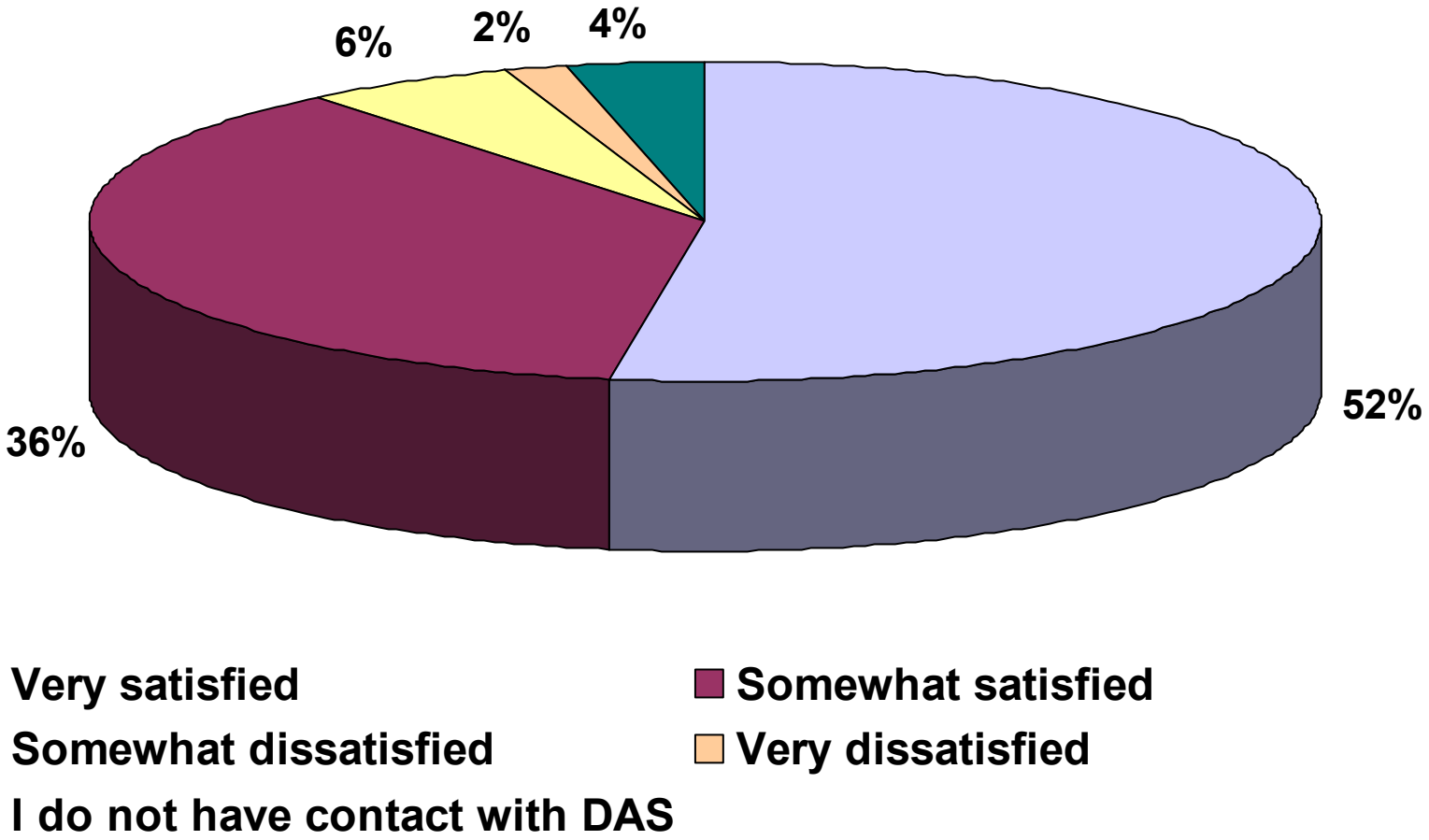
- Most aware of services within their facilities
- Most familiar with services related to individualized assistance
- Understand role of Ombudsman as mediator of individual problems or issues – not as source for information or education or representative of facility
- Less aware of information accessible only outside facility
- More aware of programs and services offered by Long-Term Care Ombudsman Program (LTCOP) than services and programs offered by GeorgiaCares or Elderly Legal Assistance Program (ELAP).

Web-Based Surveys

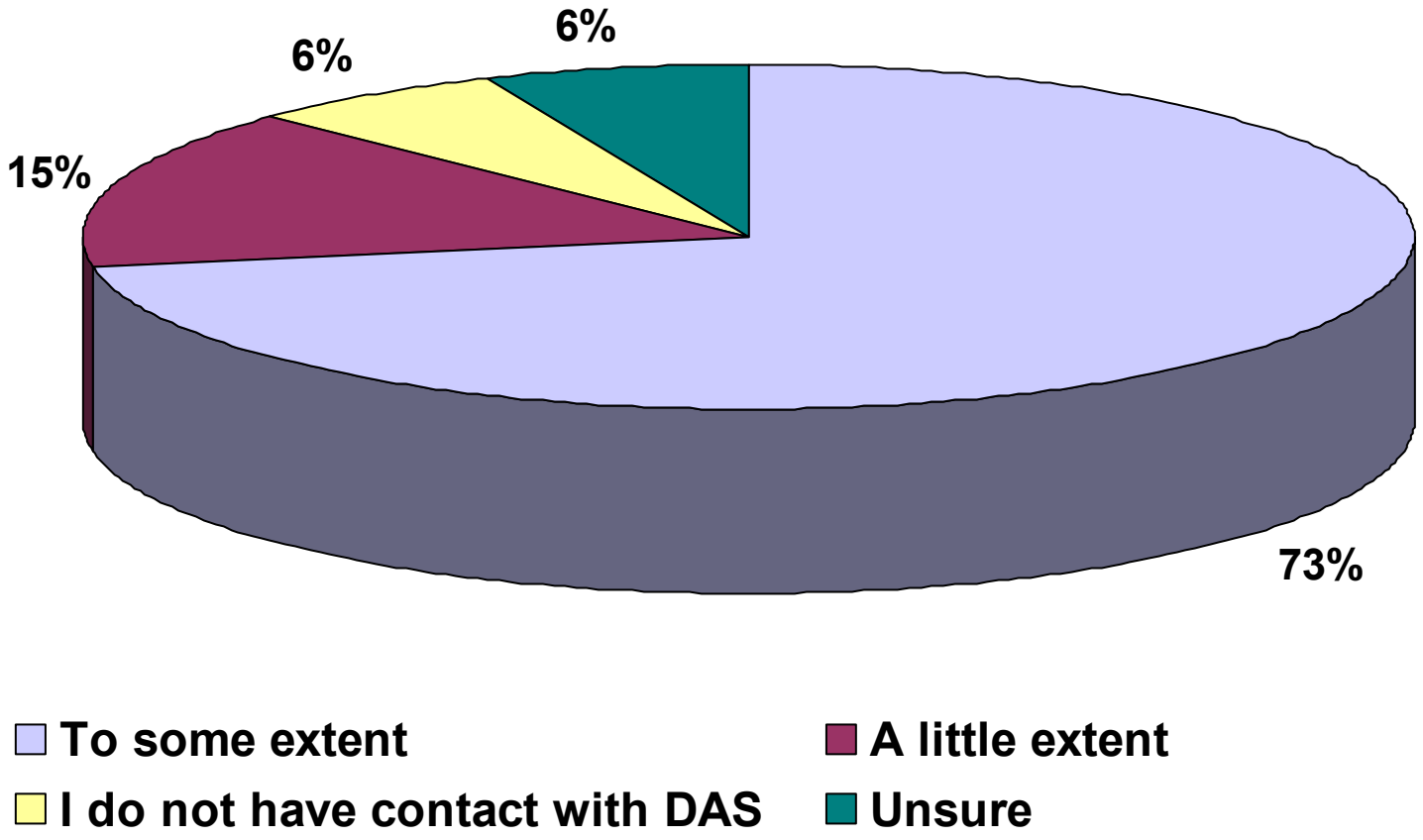
State Plan AAA and Provider Survey - Findings

- Concern for transportation and prescription drug assistance
- Interagency communication and paperwork issues only of moderate concern and not among barriers noted as most significant when delivering services
- Overwhelmingly satisfied with interactions with other agencies and DAS
- Communication among agencies is good, but communication and education with clients and consumers are issues of concern
- A significant problem is methods used to educate and inform clients and consumers

Satisfaction With DAS Staff Responsiveness



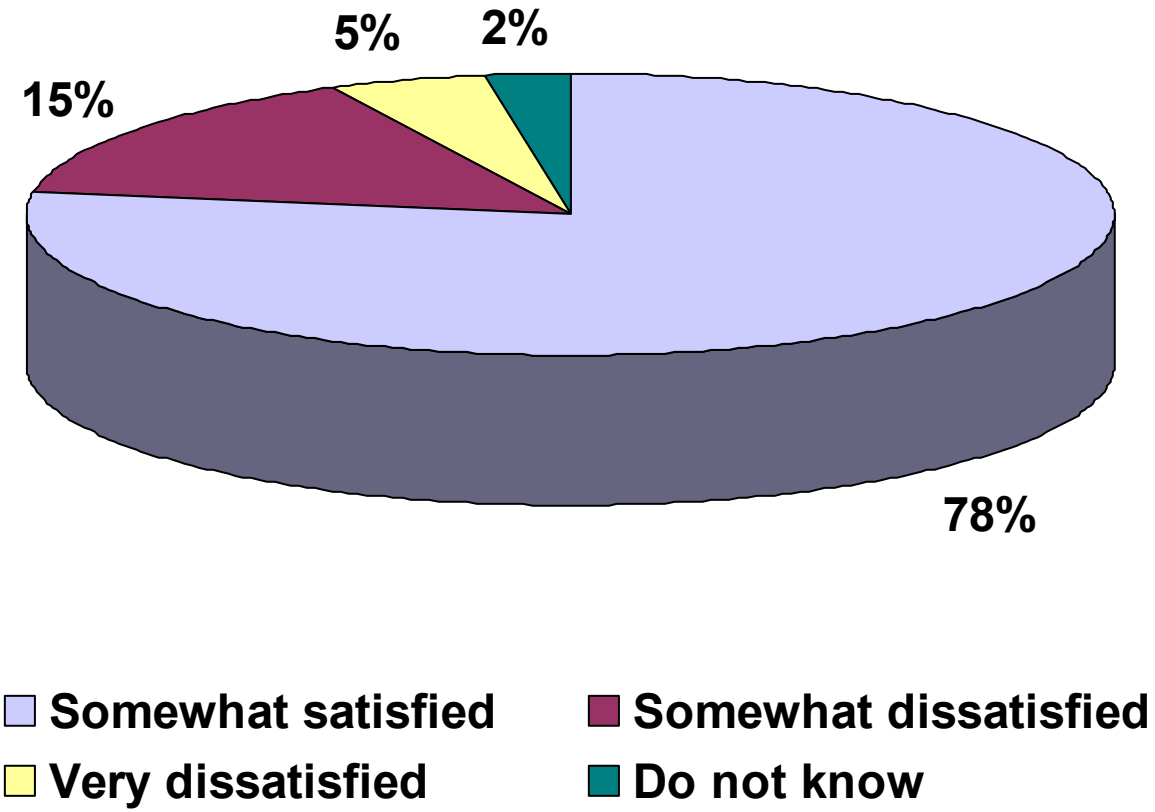
“To what extent do DAS policies, standards and procedures support you in performing your job responsibilities?”



Community Care Services Program Provider - Findings

- Only 67 responses received from 419 providers - 16% response rate
- Actively collaborate with other agencies and provide wide range of services
- Staff training and compensation are problems
- Client transportation is a serious issue, especially non-emergency transportation, although this service is not provided by CCSP
- Work well with other agencies and satisfied with state CCSP staff services
- Current established collaborative arrangements do not limit need for more

Satisfaction With State CCSP Staff Responsiveness



"Other than rate increases, what must Georgia start, stop, or change to assist you as a Community Care Services Provider to keep consumers safe, healthy, independent and self-sufficient?"

Problems/Issue	Number of respondents
Increased funding	45
Better transportation	30
Advertisement/ Marketing/ More community-wide information	25
Continue providing service and support	12
Expand services	9
Better trained staff and public relations	8

Conclusions

Different Groups – Different Views

- Public hearing participants focused on service delivery questions
- Public hearing participants mentioned political activism more
- CCSP focus group respondents connected all services and programs to care coordinators
- A majority of AAA and CCSP web survey respondents expressed a desire for more services to be added
- Nursing home or resident care home respondents' knowledge of programs was more limited to those offered within the facility

Most Significant Problems Identified Based on All Data Collection Methods

- Transportation
- Caregiver Support
- Service Provider Quality
- Understanding Services Available
- Lack of Access to Services
- Limited Range of Services
- Connections to the Community

Recommendations

1. Focus on transportation needs at the highest levels

2. Expand services to caregivers across the state

3. Continue the process of obtaining feedback so as to tailor services to specific needs

4. Develop and heavily advertise a single, simple telephone number, along with a single, simple, intuitively named website address, as the “gateway” to service information throughout the state

5. Support the maintenance of a complete and accurate database in Aging Information Management System (AIMS)

Recommendations (Cont.)

6. Hold an annual summit of Aging Network partners to continue building communication and cooperation

7. Develop educational programs across the state, building on current infrastructures and adopting best practice models

8. Focus on gaps in services, particularly areas that are preventive and cost-effective

9. Promote the recognition of the growing population of older adults as a resource

10. Recognize and reward the contributions of caregivers and cases of inter- and intra-agency cooperation and collaboration